

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/01/2007</b> <b>Last Review Effective Date: 02/13/2008</b>
SUBJECT: Medical and Utilization Management	SECTION: MM/UM 1.8

SUBTITLE: Material Changes in the Provider Network

#### POLICY:

It is the policy of the Children's Rehabilitative Services Administration (CRSA) to review and take action when notified of material changes in the Children's Rehabilitative Services (CRS) Contractor's Provider Network and for CRSA to notify Arizona Health Care Cost Containment System (AHCCCS).

#### DEFINITION:

"Material Change" is defined as any change in the CRS provider network or overall CRS Contractor's business practices that could have an impact on 5% or more of the members, providers, or AHCCCS programs, or may significantly impact the delivery of services provided by CRSA.

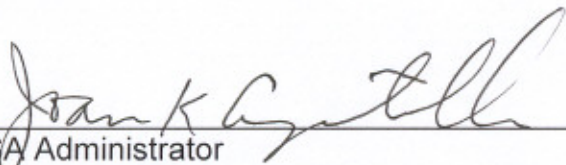

#### PROCEDURE:

- 1) CRSA receives the written notification from the CRS Contractors of any change in the CRS provider network or overall CRS Contractor's business practices that could have an impact on the members, providers, or program, or may significantly impact the delivery of services.
  - a) CRSA must receive written notice of terminating/termination of a provider, within fifteen (15) days after receipt or issuance of the termination notice.
  - b) If the material change is an overall business practice (policy/process) change that may significantly impact the delivery of services, thirty (30) days notice is required in advance of the event change.
  - c) Any unexpected change in the CRS Contractors provider network must be communicated with CRSA in writing within one (1) business day.
- 2) Material changes in the CRS provider network  
CRS Contractor must notify CRSA of interventions to filling the gap, identifying other providers/avenues to meet member needs, and any barriers to those interventions and ongoing activities.
- 3) CRSA ensures that members are notified in writing fifteen (15) days of CRS Contractor acquiring knowledge that a provider is leaving the network (42 C.F.R.



§ 438.10(f)(5)); and thirty (30) days in advance prior to effective date of material change(s) in the program (42 C.F.R. § 438.10(f)(4)).

- 4) Notification letter must be submitted to CRSA forty-five (45) days prior to the effective date of the change for review and approval.
- 5) All material changes in the CRS provider network must be approved in advance by CRSA.
- 6) CRSA notifies the Arizona Health Care Cost Containment System Administration (AHCCCSA) Division of Health Care Management of material changes that impacts members, providers, or program, or may significantly impact the delivery of services at least thirty (30) days before the intended effective date of the changes. AHCCCSA shall have the right to comment or may intervene if the changes will lead to an adverse affect to the overall system.
- 7) The CRSA Provider Network Bureau Chief, in consultation with the CRSA Medical Director, reviews the CRS Contractors' notifications and intervention plans and takes appropriate action.

Approved:	Date:
 CRSA Administrator	<u>2/18/08</u>
 CRSA Medical Director	<u>2/19/08</u>